



# STORM RESPONSE

## Insider Tips for Getting Your Contractor's Best Work

- Get local referrals. There is less chance of disappointments when you choose a contractor from your community.
- Look for manufacturer designations. The contractor must pass certain minimum requirements to be factory certified. Only 2% of roofing contractors are recognized as GAF Master Elite® Contractors.
- Research Better Business Bureau (BBB) ratings. GAF Master Elite® Contractors are required to maintain satisfactory ratings with the BBB in order to retain their certification.
- Research available warranties. Not all contractors can offer manufacturer warranties that include coverage for the contractor's workmanship. A Master Elite® Contractor can offer one of the longest workmanship warranties on the market—the *Golden Pledge® Limited Warranty*.
- Check for proper licensing and insurance. The contractor should have insurance for all employees and subcontractors and be able to provide a copy of their insurance certificate for validation.
- Pay your deductible. Any contractor who claims they can handle the repair without your having to pay your insurance deductible may be committing insurance fraud and/or putting you at risk. Also, a contractor who says they are "a claim specialist" or can "handle your insurance claim" may be breaking the law.
- Don't give in to pressure. Watch out for a contractor who pressures you to sign a contract before your insurance company has estimated the damage.